

**1-27-21 Meeting Minutes
Sussex One-Stop Team
9:30 – 11:30am
Zoom Meeting**



Delaware JobLink
<https://joblink.delaware.gov>
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Attending: John Watson - Business Interface; Seba Morris – Business Interface; Phyllis Ritson – DVR; Joyce Ottinger – DET/Youth; Lee Ann Gunning - DTCC ABE GED; Jillian Whitney – DTCC; Joyce Kunde – Sussex Tech Adult Ed; Clint Anderson – CareerTEAM; Kim Merritt – DTCC/Youth; Neva Anton - Anton Associates; Denise Denny – DelTech; Fran Burnham – FSCAA – Senior Employment; Kelci Dykes – Jobs for DE Grads; Lori Pritchett – DE Futures; Michelle Lynch – Sussex Tech Adult Ed; Donna Smith - Sussex Tech Adult Ed; Susan Stevenson – Telamon; Valerie Onley-Pathways to Success; Renee Roberson – DET; Alta Porterfield – DE Libraries; Josh Miller – DVR; Natasha Wise – FSCAA/SEP; Elaine Huitt – DVR; Karlton Roberts (DET – Re-entry) Arlana Harriford – DVR; Stacey Bragg – DVR; Nelson Erazo – DET; Nancy Murphy - DVR; Beth Holston - DVR; Nina Pierce – DSS/WONDER Works; & Hope Ellsworth (recording)

Documents Discussed at the Meeting:

- *NOTE: The Delaware Joblink One-Stop Team link, with county resource lists, minutes and other resources, can be found at: <https://labor.delaware.gov/divisions/employment-training/team-info/>. [Note that the link HAS CHANGED.]*
- Updated 1-2021 Sussex One-Stop Team Contact List: The updated list was sent via email and will be posted on the One-Stop Team Link (above).
- 1-12-21 TIP Strategies Presentation: This is being uploaded onto the One-Stop Team link, under WIOA Leadership Team.
- 2021 Convening Update: This information has been included at the end of the minutes.

1-27-27 Discussion: This was a virtual meeting which was held 2 weeks early to avoid the holidays.

Sad News: Right after the meeting, I learned that one of our team members, Lovey Hopkins (FSCAA/SEP) passed away in early January due to COVID-19 complications. Please keep Fran and Natisha (other SEP team members), as well as Lovey's family in your thoughts and prayers.

1. Introductions and Announcements

- Team members introduced themselves.
- Karryl Hubbard has been confirmed as the new Secretary for the DE Dept. of Labor.
- Rachel Turney (previously DET) is now the Deputy Secretary of DOL.
- Div. of E&T has an acting Director: Stacey Laing retired on 12/31/20. Richard Fernandes has been named the Acting Director of DOL's Division of Employment & Training.
- Bev Knight (Jobs for Delaware Grads) retired on 1/15. We wish her well. Mark Fedele will be the new program director.

2. Resource Sharing

- One-Stop team Link: Hope reminded the Team that the One-Stop Team link (under DJL) has changed. The new link is listed above.
Note: We are asking all Partner Programs (with a website) to include this link so that staff and service recipients always have easy access to the updated One-Stop Partner Resource lists.
- One-Stop Team List: Hope sent out the final draft for team members to review for accuracy. [Note: The final version was distributed to the Team and is being posted on the team link.]
- NextGen Delaware Joblink: The next generation of Delaware Joblink is set to roll out on 2/22. It is anticipated that training will be set up for Partner Program staff. The URL is: joblink.delaware.gov

- **DOL URL is Changing:** delawareworks.com is changing to: labor.delaware.gov. As a part of this effort, the Partner links under DJL are being updated. Not all of the links have been corrected yet, but tech is working on this.
- Reminder about VOCAL Chat: <https://vocal.delaware.gov/>
- DOL Monthly Labor Review: <https://labor.delaware.gov/divisions/poolmi/monthly-labor-review/>
- **Partner Resource Sharing –**
 - ✓ Sussex Tech is having a CNA (in-person) training program in March. This will be the last round of the Forward Delaware CARES Act training. Also, enrollment is open for GED and diploma classes. Visit: www.sussexvt.org/adult_education
 - ✓ DelTech – Jillian Whitney reported that all of the Forward Delaware training is full for DelTech/Owens.
 - ✓ DE Futures (In-School Youth program) – They are recruiting. Lori Pritchett explained that DE Futures is a statewide, virtual college readiness program. They have an information session and a flyer was distributed just after this meeting.
 - ✓ Libraries: Alta explained that DE is #2 in the US for per capita overdoses. There is a Community Response Team that she is involved with that provides bags with flyers and other necessities. They also provide NARCAN training. Contact Alta for more information.
 - ✓ WONDER Works – Nina Pierce shared a flyer recently regarding weekly (Wed, 9-10am) orientation sessions. These sessions are open to anyone and provide help finding a job, child care, etc. They are also holding “Soft Skills Saturdays”.
 - ✓ Tech Impact Help Desk - Renee Roberson shared information about this initiative that will provide tech support to teen and adult job seekers and learners. The flyer was shared with the team right after the meeting.
 - ✓ DVR – Stacey Bragg reported that DVR referrals are being accepted with no waiting list.
 - ✓ Bonding Assistance to Employers via Re-entry Initiative: Karlton Roberts (DET) shared that bonding assistance is available to employers who agree to hire someone who might have at risk factors.
 - ✓ \$9M, 4 year Training Grant (IT/Cyber Security): DET is administering a grant that has been awarded to TechImpact (primarily), as well as Delaware State U. These training providers will be in charge of recruiting. This 4-year grant is meant to serve 708 people and is geared toward middle/high level salaries. The focus will be on Delaware’s 25 Opportunity Zones. Training is slated to begin late summer/early fall. [Note: Hope contacted TechImpact and they will keep us informed as the program develops.]
- **Update from 1/12/21 DE Workforce Development Board Meeting**
 1. **TIP Strategies Strategic Operating Framework Technical Assistance:** Hope reported that a national consulting firm, TIP Strategies, has been approved by the US DOL to assist Delaware with new directions, due to the impact of COVID-19. They are working with the DE Workforce Development Board and the WIOA Leaders to identify updated goals and strategic frameworks for our larger WIOA system. [Note: The presentation is being loaded onto the One-Stop team link under WIOA Leadership team section.]
 2. **Unemployment & Labor Market Update**
 - Labor Market Info:
 - ✓ Nov 2020 Unemployment - 5.1%; Nov 2019 Unemployment - 4%;
 - ✓ Highest Unemployment ever in DE was in May 2020 (15.9%);
 - ✓ Decrease in UI rate for 6 consecutive months
 - ✓ # DE jobs: 11/19 – 472,400; 11/20 – 429,300; Lowest # DE jobs was 4/20 – 387,900
 - Div. of Unemployment Insurance:
 - ✓ Extended benefits will continue through 3/14/21
 3. **Links from Dept of Ed (Career & Tech Ed):**
 - School Reopening Plan: <https://www.doe.k12.de.us/covid19>;
 - My Community Health (gives COVID update regarding schools): <https://myhealthycommunity.dhss.delaware.gov/locations/state>

4. Forward Delaware Training Update and Targets

- As of 1/19/21, there were 783 enrolled in one of the training programs. 52% are Female; 53% are Black and 8% are Hispanic. Delaware did receive a time extension (beyond 3-2021) to allow more time for people to enroll and complete the training. No additional money was received. The goal is for around 3,000 to complete training via these funds.
5. RFPs – The Out-of-School Youth RFP will be coming out soon. The In-School Youth and Adult Blue Collar contracts have been extended for one year.
6. At the DWDB meeting, it was reported that funding guidelines for training have been extended for 3 months in order to wait for the TIP recommendations.

3. **Presentations** – No presentations this month.

- Hope reported that there will be presentations, at the February meetings, on the Apprenticeship Program and the Blue-Collar Jobs Training Programs.
- Hope also asked if there was an interest in sharing free, online training platforms that would allow people to take a class, pass a test and receive a certificate. The team expressed interest so Hope said she would work on this.
- Hope also reported that Alta Porterfield (Libraries) will provide an overview of the Telemed system that is being set up. The initial focus will be on mental health. This will be provided in March or April.

4. **Opportunities for Improvement: Ideas, Issues, Process Improvement, etc.**

- Referrals to Other Partner Programs: A Review/Update
 - ✓ Assisting service recipients to navigate to other partner programs, that may also assist them, is a key principle of our WIOA One-Stop Partner System.
 - ✓ In February 2020, the plan was to upgrade our WIOA Partner Referral process by moving to the VOCAL platform to ask for a referral to be made and/or to report that a referral has been made. When COVID-19 hit, the focus has to shift to VOCAL chat as a key avenue to answer client questions. Therefore, the referral process had to be put on hold.
 - ✓ Hope reported that she and Romie Lutz (DET, VOCAL & Referral Liaison) are now meeting weekly and expect to have an updated process and referral policy drafted to present to Leaders' at the February meeting. Richard sat in on the first meeting and Romie is keeping him updated.
 - ✓ Hope is also starting this discussion at the local One-Stop Team meetings. All teams will provide feedback. Romie and Hope will then update the process. The goal is to begin using the new process in March or April. Initially, the focus will be on ensure that referrals are happening. Then work will start to capture referral numbers that can be reported to the Feds.
- Continuing the Discussion: 2021 Convening Ideas
 - ✓ Hope provided an update on 2021 Convening Planning and it is listed at the end of these minutes.
 - ✓ Confirmed presentations were reviewed and Hope asked the team to select 1-3 top ideas from the 3rd bullet below. These would be each member's selection for other topics Hope should pursue. Team members submitted their choices, via email, after the meeting. The results will be reviewed at the February meetings.
- Input on Draft of WIOA Staff Orientation PPT:
 - ✓ Hope explained that a group of WIOA Leaders have been working with Partner Programs to develop a staff orientation presentation. This is being developed as a result of the WIOA Staff Feedback Survey that was conducted in December 2019. A significant percent of staff reported not being clear on the concept of WIOA and the One-Stop Partner System.
 - ✓ The PPT was reviewed during the meeting and Hope distributed an electronic copy of the presentation to the Sussex team shortly after the meeting. The slide at the end included a link to a survey. She asked all team members to review the presentation and complete the survey. She thanks team members for their valuable input. The Leaders will use the feedback to make final changes to the presentation.

5. **Next Meeting Date:** Wednesday, January 27th, 9:30 – 11:30. This will be an online meeting.

Organizing Ideas for Convening: 2021

- **Virtual Format is confirmed:** We will use DOL's Zoom Enterprise (Webinar Format). There will be a home page where everything will be housed. If anyone is interested in helping with behind the scenes tech, please let me know.
- **Organizing Team Ideas for Convening Topics/Workshops**
 - ✓ *CONFIRMED:* "Bouncing Forward": Dr. Deb Berke will present her thoughts on how to bounce forward after "the year of COVID-19". She will focus on supports for staff so that staff can support job seekers and learners; life/work balance; helping people to bounce forward (i.e. resilience)
 - ✓ *CONFIRMED:* What DE Guidance Services learned as they have provided mental health support to teens, families and staff during COVID-19; life/work balance and lessons learned
- **More Ideas and Input Needed** [Team members selected 1-3 topics they are interested in.]
 - ✓ We need a keynote speaker that can give us a motivational presentation (10-15 minutes)
 - ✓ We are looking for job seekers and learners who pushed through in 2020 and managed to succeed. This would be for an inspirational video where job seekers and learned are interviewed.
 - ✓ WHAT ABOUT
 1. Several short segments discussing tools that are helpful when working from home. We'd ask you for issues that have come up that could be addressed such as:
 - a. How to keep track of documents/handouts when you can't print
 - b. Tools to help us manage all of the emails we get so they don't get lost
 - c. Helping teach soft skills in a virtual environment/improving the impact of distance learning
 - d. How to be a good employee in a virtual space?
 - e. How to be a good manager in a virtual space?
 - f. What else?
 2. Tapping into new job markets
 3. How to stay at peace when there is chaos all around you.
 4. Issues that got worse during COVID-19 (homelessness, day care, unemployment, food shortages; lack of access to tech) – what could we present that would be helpful.
 5. General topic on the impact of the COVID-19 vaccine
 6. Looking at virtual "swag bags"
 7. Work from home jobs (including skills needed to get hired)
 8. Accessing tech for low- income individuals